

Ferry Beach Retreat and Conference Center Registration Coordinator

General Duties: This position manages the registration function of Ferry Beach, supervises (hires, supports and releases) the registration staff, provides event registration and helps sign on new groups to use Ferry Beach for their events. (particularly in the shoulder seasons). This position is responsible for oversight of all Ferry Beach Registration processes, including: radical hospitality for guests, scheduling and booking reservations for both lodging and programs, assisting with shoulder season registrations, as well as private events and retreats. Reports to Executive Director. This is a year round, full time, exempt position.

Big Picture:

- Have the long view for registration and help all staff with interaction of registration. This may include: looking at areas where registration is low or too high, building relationships with new coordinators of conferences and other groups.
- Creating registration reports and working with Executive Director for overall vision of registration. Overseeing the financial reporting to our bookkeeper.
- Managing software and making sure all information generated by hoteling software is connected to our Contact Management Software. (Oversight function)

Summer, Events Registration, Contracts, One Day Events,

- 1) Provide registration and office staffing to conferees and attendees year-round;
 - a. Maintain and fill all lodging (target 80% occupancy) for summer months
 - b. Reach a 90% satisfaction rate with conferees, for the registration process.
 - c. Target a 60% meal day sales rate with conference attendees and work with staff to increase meal sales overall
 - d. Create, provide and oversee all needed registration materials related to conferees including nametags, room assignments, welcome packets, etc.
 - e. Oversee the registration staff in the office and provide answers to questions related to hospitality and concierge services in the summer and fall season
 - f. Provide weekly food numbers and special needs allergies related to food for the kitchen
 - g. Oversee prep and send updated paperwork and registrations to event coordinators and compile information to ensure they are ready upon arrival
 - h. Process checks and payments on behalf of guests, groups, and conferences.
 - i. Supervise office staff and coordinate their schedules, etc.
- 2) Assist with conference preparation in conjunction with summer conference coordinators. Oversee staff completing these tasks:
 - a. Establish costs and any comps for groups
 - b. Provide registration numbers to conference coordinators
 - c. Oversee the completion of conference paperwork and scheduling for each week
 - d. Assure coordinators have what they need to know about their conferees prior to conference

- e. Communicate with operations, (Assistant Director) re: conference room set up and other special needs.
- 3) Administrative Support
- a. Provide database management coordination with hoteling software
 - b. Oversee list of contacts in hoteling software gets to our Contact Management software.
 - c. Work with marketing department to promote slow registration areas in scheduling
 - d. Other responsibilities as assigned

QUALIFICATIONS Must be vaccinated to the level CDC recommends. Will be required to wear a mask sometimes while performing job duties. To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required and employee represent Ferry Beach and the mission at all times while on Ferry Beach property. Background check and random drug and alcohol testing may also be done. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

EDUCATION and/or EXPERIENCE Bachelor's degree extremely desirable. Must have at least 5 years of customer service experience. Experience with registration software/hoteling software is a plus; experience at other retreat and conference centers a plus.

LANGUAGE SKILLS Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write correspondence. Ability to effectively present information in one-on-one and small group situations to other employees of the organization.

COMPUTER SKILLS Must be proficient with all basic computer tools such as Word, Excel, etc. and be able to learn software quickly in order to use them to their potential. Must feel comfortable retrieving data, creating reports, and compiling into a format required by the Executive Director.

REASONING ABILITY. Ability to deal with problems involving a few concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS Valid Driver's License.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to stand; walk; use hands to handle, or feel; reach with hands and arms; and lift. Candidates must be able to lift up to 50lbs as needed for event preparation and assisting guests. The employee is required to sit and stand. Specific vision abilities required by this job include close vision, distance vision, color vision and depth perception.